



Rio Alto Water District

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HAPPY HOLIDAYS!

December 15, 2023

Water and Sewer Income Studies, 10 year Capital Plan and Proposed Rate Increases:

Rate Studies for Water and Sewer have been prepared by Bartle Wells Associates. An informational meeting will be held on January 10, 2024 at the Lake Club to go over the rates studies and proposed rate increases. In accordance with Proposition 218, the District will be holding a Public Hearing on Proposed Rate Increases and the 10 year Capital Plan on January 17, 2024 at 6:30 p.m.

Wastewater Treatment Plant Updates: The District would like to remind customers **not to flush anything down the toilet other than human waste and toilet paper**. This includes feminine hygiene products, diapers, paper towels, the new toilet cleaning (flushable) pads and baby wipes (**even if they state they are biodegradable**). Fats and oils from cooking should never be disposed of through home plumbing systems. These items can cause costly lateral plugs for the homeowner as well as serious plugs and mechanical failures at our lift stations and wastewater treatment plant.

Wrap your outdoor exposed pipes: Wrapping pipes can be done with fabric/towels, cardboard, newspapers, insulated pipe form, or electrical heat tracing wire. Allow a small trickle of water to run overnight to keep pipes from freezing. The cost of extra water is low compared to the cost of repairing a broken pipe.

Billing Updates: In accordance with SB998, unpaid billings for the period 9/3/23 through 11/3/23 will become subject to **lock-offs** scheduled for **February 6, 2024**. New billings for the period 11/3/23 through 01/3/24 will be mailed out on 01/3/24 and will be due on or before February 7th to avoid delinquent charges. Availability lot billings for the period 10/1/23 through 12/31/23 will be mailed out on December 29, 2023. Payments can be made by check or cash, and credit card payments can be made on our website at www.RAWD.org. If paying in person remember to bring your billing stub with you for quick and accurate posting to your account. If you pay using auto bill pay through your bank, be advised that they issue a check to Rio Alto which can take over 10 days to be received by the District. With this in mind, please allow adequate days to avoid a delinquent charge. Customers can also sign up for auto draft payments by completing the form found on our website or at the District office. This service is free and will ensure payment is received before delinquent charges are assessed.

Drought: The new water year began October 1, 2023. As of December 13, 2023, the new season to date totals compare with the previous two years as follows:

Year	December 13 Precipitation Received	Average Precipitation to Date	Percent of Average	Shasta Lake feet from Crest
23/24	3.56	8.06	55%	57.39
22/23	5.43	9.11	59%	145.96
21/22	8.51	7.24	117%	171.29

Board Meeting Date: The Board Meeting and Public Hearing will be held on January 17, 2024, at 6:30 p.m. at the District Board Room. Agendas, Minutes and Resolutions can be accessed at www.RAWD.org "Agendas" and under News & Notices.

Rio Alto Water District is a Special District governed by California Water Code and not affiliated with the Property Owners Association.